



# OFFICE OF THE ASSESSOR COUNTY OF LOS ANGELES

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**RICK AUERBACH**  
ASSESSOR

April 20, 2009

The Honorable Board of Supervisors  
County of Los Angeles  
Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

Dear Supervisors:

## **REQUEST TO AMEND EXISTING INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER 10-1171 FOR THE DEVELOPMENT OF MAJOR EXEMPTIONS DATABASE.**

This is to advise you of our intent to request the Internal Services Department (ISD) to extend the term of ITSSMA Work Order 10-1171 with Pyramid Consulting from June 30, 2009 to February 28, 2010, and increase the maximum Work Order amount by \$150,000, from \$300,000 to \$450,000. In accordance with ITSSMA Guidelines, prior Board notice is required for projects that will exceed \$300,000.

### **BACKGROUND**

The Work Order executed on May 22, 2007 was competitively bid and awarded to provide the design and implementation of a new Major Exemptions Application System. The Office of the Assessor is developing critical Production applications that can be utilized by Assessor staff to enhance processing and increase productivity. The Department is actively developing new intranet applications for its different sub-departments and divisions using the latest web development technology.

The Assessor's enhancement and development of the intranet applications is in line with the County's strategic goals and the Department goals to maximize productivity through infrastructure development and new system development.

The new Major Exemptions Application System will replace the current Application System with a new state-of-the-art technology. The new system will alleviate major production problems in rectifying the unsupported third party proprietary software problems;

eliminating major design flaws; incorporating bar code workflow case tracking; and greatly enhancing public service. In addition, the Assessor's new Major Exemptions Application System is critical to the Department's mission and creation of the Annual Secured Assessment Roll.

The following are milestones for the Major Exemptions Application System:

- Define requirements and prepare system specifications (completed).
- Complete detailed system design (30% completed).
- Develop main application and unit test (August 2009).
- Perform user acceptance test and obtain user approval of new system (October 2009).
- Complete documentation and train users (December 2009).
- Implement new system (December 2009).

## **SCOPE OF WORK**

With the extension of this Work Order, the consultant will:

- Design, develop, document, implement, and support the new Major Exemptions Application System;
- Serve as a technical consultant for other projects as determined by management; and
- Complete System/User documentation, train Assessor's Information Technology Division (ITD) staff to maintain and take over the system. The training will continue until staff is proficient and able to maintain the system.

## **JUSTIFICATION**

The current consultant is a replacement consultant, from Pyramid consulting, at the same rate, for the original consultant who left unexpectedly for personal reasons. The original consultant was in the midst of the analysis phase which is very crucial in the development of any computer application. At the time of his departure, critical aspects of the documentation were incomplete which forced the new consultant to start over with the project and work vigorously to bring it up-to-date. Currently, the analysis phase is 100% completed and the design phase is 30% completed. The remaining available funds from the original consultant are being used to continue work on this project but will only last until April 2009. A request to extend the Work Order with Pyramid Consulting is necessary to ensure completion of this project which is targeted for February 2010. The extension will allow the consultant to meet the stated milestones. The current consultant is a highly



qualified system developer who possesses information systems experience that is essential to achieving the department's strategic plan goal of providing service excellence.

## **FISCAL IMPACT**

The amendment will extend the Work Order for eight months to February 28, 2010 and increase the maximum amount by \$150,000. This amount will be sufficient to complete the job. The consultant's hourly rate will remain the same. Funding for this Work Order is included in the Assessor's Services and Supplies funding for fiscal year 2008-2009 and has been requested for fiscal year 2009-2010.

## **CLOSING**

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend this Work Order. If no comment is received within two weeks, we will request ISD to proceed with the amendment to the current Work Order. If there are any questions regarding this Work Order amendment request, please have your staff contact Rick Mele, Director of Information Technology at (213) 974-9215.

Respectfully submitted,

Handwritten signature of Rick Auerbach in cursive, with a stylized 'R' and 'A'.

Rick Auerbach  
Assessor

Noted and Approved:

Handwritten signature of Richard Sanchez in cursive, with a stylized 'R' and 'S'.

Richard Sanchez  
Acting Chief Information Officer

c: Director, Internal Services Department